

# ALBERTA HOTEL & LODGING ASSOCIATION

## Guest Room Housekeeping Guidelines

### ENTERING UNIT

- Knock on door and identify yourself (i.e. "Housekeeping") before entering. Enter room.

### CHECK TO ENSURE PROPER FUNCTION OF:

- Thermostat
- TV/Radio
- Lights/Lamp
- Windows
- Smoke Detector
- Locking Devices

### MAKING THE BED

- Strip and shake out all bed linens to ensure no items have been left behind by guests.
- Lay clean, wrinkle-free underpad on mattress.
- Spread bottom sheet over pad & smooth out, tucking both sides under mattress. Leave bottom hanging free over foot of the bed.
- Spread top sheet, ensuring it is centered and that at least 8" is available to overlap blankets at the head of the bed.
- Tuck sheet & blankets together under mattress at foot of bed only, making neat "hospital" corners & leave sides hanging.
- Never tuck the top sheet under the mattress at the sides, as the bottom sheet will come loose when the guest pulls down the top sheet and blanket to get into bed.
- Replace pillowcases; place pillow on bed with open ends toward the outside.
- Cover bed with a clean bedspread, which should be free of wrinkles and hang evenly around the bed.
- If the room is equipped with a "ready-made" hide-away-bed, pull out the bed and check linen to ensure that it was not used and then refolded back into a closed position.
- It is suggested to change bed linens every third day in rooms occupied with a stay-over, unless your property participates in a water conservation program\*

### PERSONAL BELONGINGS LEFT BEHIND

- In order to ensure that no personal belongings were left behind by departing guests, check under beds, inside all drawers, on the back of the bathroom door, and inside bathroom cabinets (if applicable).
- Articles left behind by guests should be labeled with date found, room number, and the Room Attendant's name, and given to management to be logged and stored in the lost and found locker.

### FRESH FURNISHINGS

- Wash all ashtrays
- Discard disposable items & empty waste basket
- Replenish wrapped/sanitized glasses
- Replace burnt out light bulbs
- Ensure all standard amenities are provided
- Arrange literature/stationery supplied
- Arrange curtains/drapes to hang correctly

### DUSTING

- If left unattended, dust buildup can become a serious problem. Remember to dust:
  - All woodwork and furniture
  - Picture Frames
  - Window and door sills
  - Shelf above clothes rack
  - Heating/air conditioning units and vents
  - Lampshades
  - Televisions and electronics

### CLEANING THE BATHROOM

- Bathrooms must be kept clean and sanitary at all times. Humidity and unsanitary conditions can quickly make bathrooms a breeding ground for germs and other harmful bacteria.
- The toilet bowl should shine clean with absolutely no sign of stains:
  - Place small amounts of bowl cleaner on swab and clean inside of bowl
  - Allow cleaner to contact entire surface before flushing
  - Wipe outside of bowl with clean, sanitized cloth
- Sanitize toilet seat and ensure that it is not loose. Notify maintenance if it needs repair.
- Bathtubs/showers, washbasins and tiles must be cleaned and wiped dry with a sanitized cloth. All chrome must be polished.
- Check and wipe dry inside of shower curtain to remove any buildup of soap, hair and/or stains.
- Clean and polish mirrors, vanity top and under rim of washbasin (if not enclosed).
- Arrange clean towels, washcloths, bathmat and soap.
- Check and refill tissue and toilet tissue dispensers.

### VACUUMING

- Remove any spots from rug
- Vacuum carpeted areas including under beds & furniture
- Pass vacuum nozzle over ventilation grills to remove dust buildup

### ONE LAST LOOK

- After room is completed, stand in door and take a good look around from a guest's perspective.
- Correct any discrepancies.
- Deodorize and lock the room.

### FINAL INSPECTION

All units or rooms should be inspected by Housekeeper or Manager before guest occupancy

\*A water conservation program is one in which the stay-over guest can choose how often linens are to be replaced

**ALBERTA HOTEL & LODGING ASSOCIATION**  
**Guest Housekeeping Checklist**

	<b>HOUSEKEEPING PERFORMED</b>	<b>MAINTENANCE PERFORMED</b>
<b>DOORS</b>	<input type="checkbox"/> Exterior washed/dusted <input type="checkbox"/> Interior washed/dusted	<input type="checkbox"/> Peeling paint/other damage <input type="checkbox"/> Does not open/unlock easily <input type="checkbox"/> Does not close/lock securely <input type="checkbox"/> Weather-stripping needs replacement <input type="checkbox"/> Room numbers missing
<b>BEDROOM</b>	<input type="checkbox"/> Floors vacuumed/cleaned <input type="checkbox"/> Walls cleaned as required <input type="checkbox"/> Ceiling cleaned as required	<input type="checkbox"/> Carpet has holes/cigarette burns <input type="checkbox"/> Carpet requires steam cleaning <input type="checkbox"/> Walls damaged <input type="checkbox"/> Walls require repainting <input type="checkbox"/> Ceiling damaged <input type="checkbox"/> Ceiling requires repainting
<b>WINDOWS</b>	<input type="checkbox"/> Exterior washed <input type="checkbox"/> Interior washed <input type="checkbox"/> Sills cleaned/dusted <input type="checkbox"/> Clean curtains/drapes	<input type="checkbox"/> Broken/missing, require replacement <input type="checkbox"/> Torn/missing screens <input type="checkbox"/> Curtains/drapes require mending
<b>BEDDING/BEDS</b>	<input type="checkbox"/> Clean/fresh linens <input type="checkbox"/> Clean/stain-free bedspread <input type="checkbox"/> Hide-a-way bed linens checked	<input type="checkbox"/> Sagging – require replacement <input type="checkbox"/> Bedspread requires mending <input type="checkbox"/> Hide-a-way bed opens too easily
<b>FURNITURE &amp; FURNISHINGS</b>	<input type="checkbox"/> Furniture polished/dusted <input type="checkbox"/> Wastebasket/ashtrays emptied <input type="checkbox"/> Sanitized glasses in place <input type="checkbox"/> Missing hangers replaced <input type="checkbox"/> Disposable items discarded <input type="checkbox"/> Standard guest room amenities replenished <input type="checkbox"/> Mirrors cleaned <input type="checkbox"/> Phone disinfected and ear piece cleaned <input type="checkbox"/> Television dusted, including top and back <input type="checkbox"/> Thermostat set per house policy <input type="checkbox"/> Lampshades dusted <input type="checkbox"/> Burnt out lights replaced <input type="checkbox"/> Drapes properly hung <input type="checkbox"/> Disinfectant spray used	<input type="checkbox"/> Excessive scratches on furniture <input type="checkbox"/> Torn furniture upholstery <input type="checkbox"/> Missing knobs on dresser/desk <input type="checkbox"/> Mirror needs replacement <input type="checkbox"/> TV needs adjustment/repairs <input type="checkbox"/> Phone requires repairs <input type="checkbox"/> Light switch/plate broken <input type="checkbox"/> Wall sockets not working <input type="checkbox"/> Broken/missing lampshades <input type="checkbox"/> Smoke detector not functional <input type="checkbox"/> Thermostat not functional <input type="checkbox"/> Air conditioning filters require cleaning <input type="checkbox"/> Curtain rods broken
<b>CHECK FOR GUEST BELONGINGS</b>	<input type="checkbox"/> Under bed <input type="checkbox"/> Inside drawers <input type="checkbox"/> Back of bathroom door <input type="checkbox"/> Bathroom cabinets	
<b>ADDITIONAL DUSTING PERFORMED</b>	<input type="checkbox"/> All woodwork <input type="checkbox"/> Picture frames <input type="checkbox"/> Shelf above clothes hangers <input type="checkbox"/> All ceiling/wall vent grills <input type="checkbox"/> Cobwebs removed	

**ALBERTA HOTEL & LODGING ASSOCIATION**  
**Guest Housekeeping Checklist**

	<b>HOUSEKEEPING PERFORMED</b>	<b>MAINTENANCE PERFORMED</b>
<b>BATHROOMS</b>	<input type="checkbox"/> Tub/shower cleaned & disinfected <input type="checkbox"/> Tiles scrubbed <input type="checkbox"/> Toilet cleaned & disinfected <input type="checkbox"/> Sink cleaned & disinfected <input type="checkbox"/> All chrome taps polished <input type="checkbox"/> Inside of shower curtain wiped clean <input type="checkbox"/> Shower rod wiped clean <input type="checkbox"/> Shelving wiped down <input type="checkbox"/> Ceiling cleaned as required <input type="checkbox"/> Walls cleaned as required <input type="checkbox"/> Floors washed <input type="checkbox"/> Fan vent grill free of dust accumulation <input type="checkbox"/> Standard guest room amenities replenished <input type="checkbox"/> Mirror cleaned <input type="checkbox"/> Fresh towels and bathmat supplied <input type="checkbox"/> Soap and shampoo provided <input type="checkbox"/> Sufficient facial & toilet tissue provided	<input type="checkbox"/> Door damaged <input type="checkbox"/> Shower stall rusted <input type="checkbox"/> Loose tiling around tub <input type="checkbox"/> Leaking taps/faucets <input type="checkbox"/> Loose toilet seat <input type="checkbox"/> Toilet – mechanical problem <input type="checkbox"/> Caulking around tub/fixtures deteriorating <input type="checkbox"/> Noisy fan <input type="checkbox"/> Fan not working <input type="checkbox"/> Walls/ceiling needs painting <input type="checkbox"/> Shower curtain needs replacement <input type="checkbox"/> Loose floor tiling <input type="checkbox"/> Mirror needs replacement <input type="checkbox"/> Other: _____